

# The Science and Psychology of Dining



Many residents spend more than 60% of their awake time around meals!

Why do residents look forward to meals?

The Server sets the ambiance.

Residents expect this to be as good as their previous dining out experience—before they moved here.

If resident expectations are met they feel special.

Food + Service = Dining Hospitality

**Good service can  
save a bad meal.  
A good meal  
cannot save bad service.**

*Doug Roth*

